

## SCO Disbursements Takes Steps to Address Supply Chain Disruptions and Maintain Payments

Throughout the COVID-19 pandemic, California state departments and agencies have experienced the pressures of global supply chain shortages and disruptions. These issues continue to affect availability of a wide-variety of products – none more important than print and mail supplies required to produce statewide payments.

In recent months, the State Controller's Office (SCO) has creatively adapted printing methods and continuously adjusted purchasing patterns to secure essential products. However, it is difficult to predict when the situation will improve or if it will worsen. Therefore, SCO has taken proactive steps to ensure the continued ability to make timely payments.

Last year, SCO disbursed nearly 63 million payments supporting the people of California and its economy, totaling more than \$650 billion. SCO issues more than 17 million paper payments (warrants) annually and supports various state departments and agencies by disbursing and mailing more than 20 million non-payment documents. These non-payment documents include statements of electronic payments (Electronic Fund Transfers/Direct Deposit Advices/Remittance Advices/Remittance Advice Details), as well as letters or notifications. To preserve limited supplies needed for warrants, SCO has worked with various state departments and agencies to suspend the production of non-payment documents. The below chart reflects those entities, programs, or customers affected to date. At this time SCO is not in a position to provide a date for resumption of printing. We are working closely with each state agency and department to ensure customers are informed of this critical action to protect paper payments.

*As of August 2, 2022*

State Agency	Program	Document no longer printed (suspended)	Suspend Date	Impact to Payment	Customer Support
CalPERS	Retiree Pay	Monthly statement of Direct Deposit	March 2020	None	Retirees may access the information previously provided in paper statement online at myCalPERS <a href="https://my.calpers.ca.gov/web/ept/public/systemaccess/selectLoginType.html">https://my.calpers.ca.gov/web/ept/public/systemaccess/selectLoginType.html</a>
CalSTRS	Retiree Pay	Monthly statement of Direct Deposit	March 2020	None	Retirees may access the information previously provided in paper statement online at myCalSTRS <a href="https://my.calstrs.ca.gov/MyCalSTRSWebUI/Root/Pages/Login.aspx">https://my.calstrs.ca.gov/MyCalSTRSWebUI/Root/Pages/Login.aspx</a>
CDSS	In Home Supportive Services (IHSS)	Statement of Electronic Pay	July 2022	None	IHSS Providers may access the information previously provided in paper statement online at the IHSS Electronic Services Portal (ESP) <a href="https://www.etimesheets.ihss.ca.gov/login">https://www.etimesheets.ihss.ca.gov/login</a>